

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY DEPARTMENT OF SOCIAL SERVICES

744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



April 27, 2012

Pat Cheadle, Director Kern County Department of Human Services 100 E. California Avenue P.O. Box 511 Bakersfield, CA 93307

Dear Ms. Cheadle:

Thank you for submitting your agency's Corrective Action Plan dated January 27, 2012 which responded to our Civil Rights Compliance Review of June 24, 2011. Before approval of the Plan, however, we are requesting the following revisions and/or additional information:

Dates of completion on corrective action items where it is stated "County General Services was notified."

Please submit your revisions/additional information addressing the above deficiency to our office by May 21, 2012. Upon receipt of the requested revisions/information, our office will approve the Corrective Action Plan.

If you have any questions, please contact Cindy Guzman at (916) 654-2117. You may also contact her by e-mail at cindy.guzman@dss.ca.gov.

Sincerely.

JIM TASHIMA, Chief Civil Rights Bureau

Human Rights and Community Services Division

Enclosure

c: Ginny Krebs, Civil Rights Coordinator

Linda Patterson, Branch Chief CDSS CalFresh Program

Mike Papin, Chief CalFresh Policy Bureau

Marlene Fleming, Chief Field Operations Bureau

Brian Tam, Chief CalFresh Management Operations Section

Paul Gardes CalFresh Policy Bureau

Thuan Nguyen Refugee Programs Bureau

Joe Torres, Office of Civil Rights USDA Food and Nutrition Services Supplemental Nutrition Assistance Program (SNAP) Western Region

Hope Rios, USDA Food and Nutrition Services Supplemental Nutrition Assistance Program (SNAP) Western Region

Jodie Berger, Regional Counsel Legal Services of Northern California



FED 0 1 2012

Pat Cheadle Director

January 27, 2012

Cindy Guzman CDSS Civil Rights Bureau 744 P Street Sacramento, CA 95814

Subject:

Kern County 2011 Civil Rights Corrective Action Plan

Kern County Department of Human Services

Dear Mrs. Guzman,

Enclosed please find the Kern County 2011 Civil Rights Corrective Action Plan for the Kern County Department of Human Services.

If you have any questions please feel free to contact me.

Sincerely

Pat Cheadle

Director, Kern County Department of Human Services

Enclosure: Kern County 2011 Corrective Action Plan

cc: Dena Brashear, Chief Deputy Director

Cindy Uetz, Assistant Director
Pam Holiwell, Assistant Director
Antanette Jones, Assistant Director
Cinny Krobs, Human Bassuras Manage

Ginny Krebs, Human Resource Manager

Kern County Department of Human Services ADA and Civil Rights Compliance Corrective Action Plan January 25, 2012

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Site	Audit Date	Location	Deficiency	Who	Corrective Action	DueDate	Comments
OC Sills	June 2011	Family Services Lobby	Current version of Publication 13 available in languages, Braille, Audio Cassette and large not displayed/or on hand in the Family	Human Resources	Ordered from CDSS 12/27/11	02/01/12	Complete
OC Sills	June	Family	Current versions of required posters not	Human	Posted as of	The state of the s	Complete
	2011	Services Lobby	displayed in the Family Services Lobby	Resources	01/0/12	02/01/12	,
Ridgecrest	June	Lobby	Signs for DHS clients only - not for U.S.,	Human	Make signs		Ordered
	2011		Mail and door sign "P.C. 171B Prohibits possession of weapons" and sign "No Smoking" are in English Only	Resources		02/01/12	
Shafter	June 2011	Parking	For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state "Minimum Fine \$250.	Maintenance		02/01/12	Notified County General Services
Shafter	June 2011	Parking	Sign height shall be 80" minimum from bottom of sign to top of finish grad. (CA T24 1129B.4.1, ADA 4.5.5) Page 134	Maintenance		02/01/12	Notified County General Services
Shafter	June 2011	Parking	The words "No Parking" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in whit letters not smaller 12"	Maintenance		02/01/12	Notified County General Services
Shafter	June 2011	Entrance – Front Double Door	Door pressure not to exceed 5 pounds. (CA T24 1133B.2.5, ADA 4.1311(2)(a) and (b)) Page 201	Maintenance		02/01/12	Notified County General Services
Shafter	June 2011	Client Lobby	Protruding objects in alcoves can not project more than 4" into walls, corridors,	Maintenance		02/01/12	Notified County General Services

Notified County 02/01/12 General Services Notified County 02/01/12 General Services Notified County 02/01/12 General Services			(CA T24 1129B.4.1, ADA 4.6.5) Page 134			PHILIPPIN AND ADDRESS OF THE PROPERTY OF THE P
		Maintenance	Sign height shall be 80" minimum from hottom of sign to top of finish grade	Parking	June 2011	Ridgecrest
		Maintenance	Door pressure not to exceed 5 pounds (CA T24 1133B.2.5, ADA 4.133 (s)(a) and (b)) Page 201	Women's Restroom	June 2011	Shafter
		Maintenance	Door pressure not to exceed 5 pounds (CA T24 1133B.2.5, ADA 4.1311 (2)(a) and (b)) Page 201	Men's Restroom	June 2011	Shafter
Note: Removal of the Water Fountain will Resolve all deficiencies			passageways, or aisles. (CA T24 1117B.1.3) Page 232 If it would create an unreasonable hardship, the water fountain may project into the path of travel under the following conditions: The floor path shall be textured to be identifiable by a blind person using a cane. The minimum textured area shall extend from the wall supporting the water fountain to 12" beyond the front edge of the water fountain, or Wing wall project from the supporting wall at least as far as the water fountain to within 6" of the surface of the path of travel with a minimum 32" clearance between the walls." (CA T24 1117B.1.3) Page 232-233 The clear knee space between the bottom of the apron and the floor or ground not less than 27" in height, 30" in width, and 8" in depth. (CA T24 1117B.1.2, ADA 4.15.5(1)) Page 231			
ve DueDate Comments	Corrective Action	Who	Deficiency	Location	Audit Date	Site

777		***************************************			Entrance		
				(b)) Page 201	and Children's		
Notified County General Services	02/01/12		Maintenance	Door pressure not to exceed 5 pounds (CA T24 1133B.2.5, ADA 4.1311 (2)(a) and	Front Entrance Interior Door	June 2011	OC Sills
		**************************************	The state of the s	(CA T24 1115B.8.3, ADA 4.23.7) Page 294	The state of the s		
				Holdening com sions, at a maximum neight of 40".			
				type is located with all operable parts,			
				fixtures are provided, at least one of each			
				and other similar dispensing and disposal			
General Services	02/01/12			If towel, sanitary napkins, waste receptacles,	Restroom	2011	
Notified County			Maintenance	Toilet protector too high.	Unisex	June	Ridgecrest
				282			
				(CA T24 1117B.5.5.1, ADA 4.30.4) Page			
				characters accompanied by Grade 2 Braille.			
				minimum and shall be Sans Serif upper case			
				Raised characters shall be raised 1/32"			
				(CA T24 1117B.5.7, ADA 4.30.6) Page 281			
				right.			
				the nearest adjacent wall, preferable on the			****
				double leaf doors, the sign shall be placed on			
	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			of door. If there is no space, including at			
				installed on the wall adjacent to latch outside			
				permanent identification, the sign shall be			
General Services	02/01/12			the floor to the center line of sign. For	Restroom	2011	
Notified County			Maintenance	Door sign and wall sign shall be 60" above	Unisex	June	Ridgecrest
				(CA T24 1122B.4, ADA 4.32.4) Page 388			
General Services	02/01/12			be 25"-34" from floor finish.		2011	
Notified County			Maintenance	Height of accessible tables or counters shall	Client Lobby	June	Ridgecrest
- Control of the Cont				(b)) Page 201			
General Services	02/01/12			(CA T24 1133B.2.5, ADA 4.133 (2)(a) and	Entrance	2011	ı
Notified County	***************************************	TO SELECTION OF THE PROPERTY O	Maintenance	Door pressure not to exceed 5 pounds	Exterior	June	Ridgecrest
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Comments	DueDate	Corrective	Who	Deficiency	Location	Amdit	Site

Women's Door pressure not to exceed 5 pounds Restroom (CA T24 1133B.2.5, ADA 4.1311 (2)(a) and (b)) Page 201 Women's Sink Counter Height Too High Restroom no higher than 34" (CA T24 1115B.4.7.1, ADA 4.24.2) Page 342 Women's Soap Dispenser Too High Restroom If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (CA T24 1115B.8.3, ADA 4.23.7) Page 294 Men's Soap Dispenser Too High Restroom If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (CA T24 1115B.8.3, ADA 4.23.7) Page 294 Several CalFresh workers were unable to identify who their Civil Rights Coordinator Resources is (Div. 21-117 and 21-107.21	Site	Augn	Location	Denciency	OI W	Action	DueDate	Comments
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2011 Restroom (CA T24 113B 2.5, ADA 4.1311 (2)(a) and (b)) Page 201 (b)) Page 201 Restroom Sink Counter Height Too High 2011 Restroom no higher than 34" (CA T24 1115B 4.7.1, ADA 4.24.2) Page 342 2011 Restroom If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (CA T24 1115B 8.3, ADA 4.23.7) Page 294 Iffurers are provided, at least one of each fixtures are provided at least one of each fixtures are provided at least one of each fixtures are provided at leas	OC Sills	June	Women's	Door pressure not to exceed 5 pounds	Maintenance			Notified County
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Kern County Department of Human Services ADA and Civil Rights Compliance Corrective Action Plan

Deficiency	Corrective Action	DueDate	Comments
For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state "Minimum Fine \$250. (CA T24 1129B.4.1), Page 133			Notified GS Property Mgmi to motify owner by 2/1/12
Sign height shall be 80" minimum from bottom of sign to top of finish grad. (CA T24 1129B.4.1, ADA 4.5.5) Page 134	And a state of the		Notified GS Property Maint to notify owner by 2/1/12
The words "No Parking" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in whit letters not smaller 12" (CA T24 1129B.3.2) Page 135			Notified GS Property Mant to notify owner by 2/1/12
Door pressure not to exceed 5 pounds. (CA T24 1133B.2.5, ADA 4.1311(2)(a) and (b)) Page 201			Notified GS Property Mgmt to notify owner by 2/1/12
Protruding objects in alcoves can not project more than 4" into walls, corridors, passageways, or aisles. (CA T24 1117B.1.3) Page 232 If it would create an unreasonable hardship, the water fountain may project into the path			Notified GS Property Mgm to notify owner by 2/1/12
of travel under the following conditions: The floor path shall be textured to be identifiable by a blind person using a cane. The minimum textured area shall extend from the wall supporting the water fountain to 12" beyond the front edge of the water fountain and 12" beyond each side of the water fountain, or			NOTE: WATER FOUNTAIN CAN BE REMOVED TO ELIMINATE ADA WRITE-UP
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Kern County Department of Human Services ADA and Civil Rights Compliance Corrective Action Plan

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Door pressure not to exceed 5 pounds. (CA T24 1133B.2.5, ADA 4.1311(2)(a) and (b)) Page 201	A THE PROPERTY WITH THE PROPERTY AND A THE PROPERTY		Notified GS Property Mgmt to notify owner by 2/1/12
Protruding objects in alcoves can not project more than 4" into walls, corridors, passageways, or aisles. (CA T24 1117B.1.3) Page 232 If it would create an unreasonable hardship, the water fountain may project into the path			Notified GS Property Mgm(to notify owner by 2/1/12
of travel under the following conditions: The floor path shall be textured to be identifiable by a blind person using a cane. The minimum textured area shall extend from the wall supporting the water fountain to 12" beyond the front edge of the water fountain and 12" beyond each side of the water fountain, or			NOTE: WATER FOUNTAIN CAN BE REMOVED TO ELIMINATE ADA WRITE-UP
Wing wall project from the supporting wall at least as far as the water fountain to within 6" of the surface of the path of travel with a minimum 32" clearance between the walls." (CA T24 1117B.1.3) Page 232-233 The clear knee space between the bottom of the apron and the floor or ground not less than 27" in height, 30" in width, and 8" in depth. (CA T24 1117B.1.2, ADA 4.15.5(1)) Page 231			
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